



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

February 22, 2010

Naved Nizami, Vice President  
First Software USA, Inc. dba Oxford Institute of Technology  
5530 Corbin Ave., Suite 120  
Tarzana, CA 91356

Dear Mr. Nizami:

RE: FINAL MONITORING REPORT for Oxford Institute of Technology – ET08-0153

Date of Visit	02/10/10
Time of Visit	10:00 a.m. – 1:30 p.m.
Location of Visit	Woodland Hills
Persons in Attendance	Naved Nizami, Vice President, OIT Irfan Nizami, Vice President, OIT Naomi Weingart, ETP Contract Analyst
Date of Last Visit	12/03/08
Action Required	No

## CONTRACT INFORMATION

Term of Agreement	08/07/07 – 08/06/09	Agreement Amount	\$213,518
Type of Trainee	Retrainee, New Hire, W2W, SET Frontline	Number to Retain	75
Training Start Date	08/22/07	Range of Hours	24 - 200
Date Training Must Be Completed	05/08/09 90-Days 03/09/09 500 Hours	Weighted Avg Hrs	70 - 192

## FINAL REPORT SUMMARY

### *Project Statistics Provided by the Contractor*

Trainees Started Training	316	Completed Training	228
Trainees Enrolled	316	Completed Retention	228
Dropped Following Enrollment	7	In Retention Period	0
No. Completed Min. Reimbursable Hrs	239		

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SAN DIEGO REGIONAL OFFICE  
5333 Mission Center Road, Suite 300  
SAN DIEGO, CA 92108  
(619) 686-1920

Final Summary Report (continued):

Training began August 22, 2007 and ended May 6, 2009; classes were delivered by your staff at individual participating employer worksites, and at OIT facilities in Woodland Hills and Tarzana. All training and retention were completed within the Agreement term dates. One contract Modification was approved in October 2007 to redistribute training slots and funding, and an Amendment was approved in March 2009 to add funding and training slots in order to accommodate the needs of your participating employers. ETP online records show that you were reimbursed in the amount of \$291,420 (93% of the approved funding) for standard and advanced technology training hours for 192 trainees. (Note: At closeout, you were randomly denied payment for 36 additional trainees since funding was capped by job number, and your completions per job number exceeded the allowable caps.)

You reported that the need for most of the training came from companies that had to undergo a variety of software upgrades, and/or to have workers certified, in order to continue to do business and to grow. Training went smoothly based on your selection of companies with defined training needs and a commitment on the part of employers and trainees to complete all required classes. You indicated that employer demand ultimately exceeded ETP contract parameters, and that you were unable to accommodate all requests during the Agreement term. Overall, you trained more people for fewer hours than originally anticipated.

You also stated that other than excess requests for training, the only significant issue you encountered was with trainees from the same company attending multiple blocks of training with downtime in between, which delayed their overall completion of training and retention, and somewhat complicated recordkeeping. Also, at the outset, it was a bit confusing trying to distinguish among large and small, priority and non-priority, SET and non-SET categories in order to enroll trainees in the correct job number. Finally, your Training Plan included two new hire components (UI recipients and Welfare to Work) that netted no placement activity. You indicated that even though recruitment of eligible trainees was time consuming, you enrolled and trained 13 people who, in the end, did not respond to placement efforts that met ETP retention requirements.

Overall, you felt that once up-to-speed, you did not experience any recordkeeping problems, and that the ETP online systems were user-friendly. You suggested that ETP might consider automating rosters with ID numbers and barcodes to facilitate data entry; develop a system that would allow contractors to scan records and then dispose of paper documents; or develop a paperless system. Otherwise, assistance from the ETP Monitor was satisfactory and informative.

**ATTENDANCE ROSTERS/INVOICES**

The Monitor reviewed complete class/lab attendance rosters for 57 trainees invoiced for P4 (completion of retention) on Invoice #15 and #19, and found that ETP requirements were met and properly documented on the sampling: the Training Plan was followed; the Curriculum in Exhibit B was provided as specified; and the 1:20 and 1:10 trainer to trainee ratios were followed. These findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. It is your responsibility to ensure that 100% of all training records are in compliance with Panel requirements (Reference: Title 22 California Code of Regulations, Section 4442).

## **AUDIT**

OIT will be notified in writing if this Agreement is selected for a field audit (conducted at your worksite) or a desk audit (conducted by telephone). Audit Notification and Confirmation letters will be sent in advance to allow ample preparation time, and will include a list of documentation that the auditor may examine. Original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters and sign-in sheets;
- Payroll records of individual trainees to verify wages and hours worked;
- Personnel records regarding occupations and dates of employment;
- Documentation of employer paid health benefits (if applicable); and
- Cash receipts to verify receipt and accounting of ETP funds.

## **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Please contact your Monitoring Analyst within ten working days at (818) 755-3633 or [nweingart@etp.ca.gov](mailto:nweingart@etp.ca.gov) if you have any questions or comments. Thank you for your participation in the ETP training program. We look forward to working with you again in the future.

Sincerely,

*Signature on File*

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Wally Aguilar, Program Manager  
North Hollywood Regional Office

*Signature on File*

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Naomi Weingart, Contract Analyst  
North Hollywood Regional Office

Cc: David A. Guzman, Chief, Audits & Program Operations Division (email)  
ETP Master File (email)  
ETP Project File

Date report mailed to Contractor 02/22/10